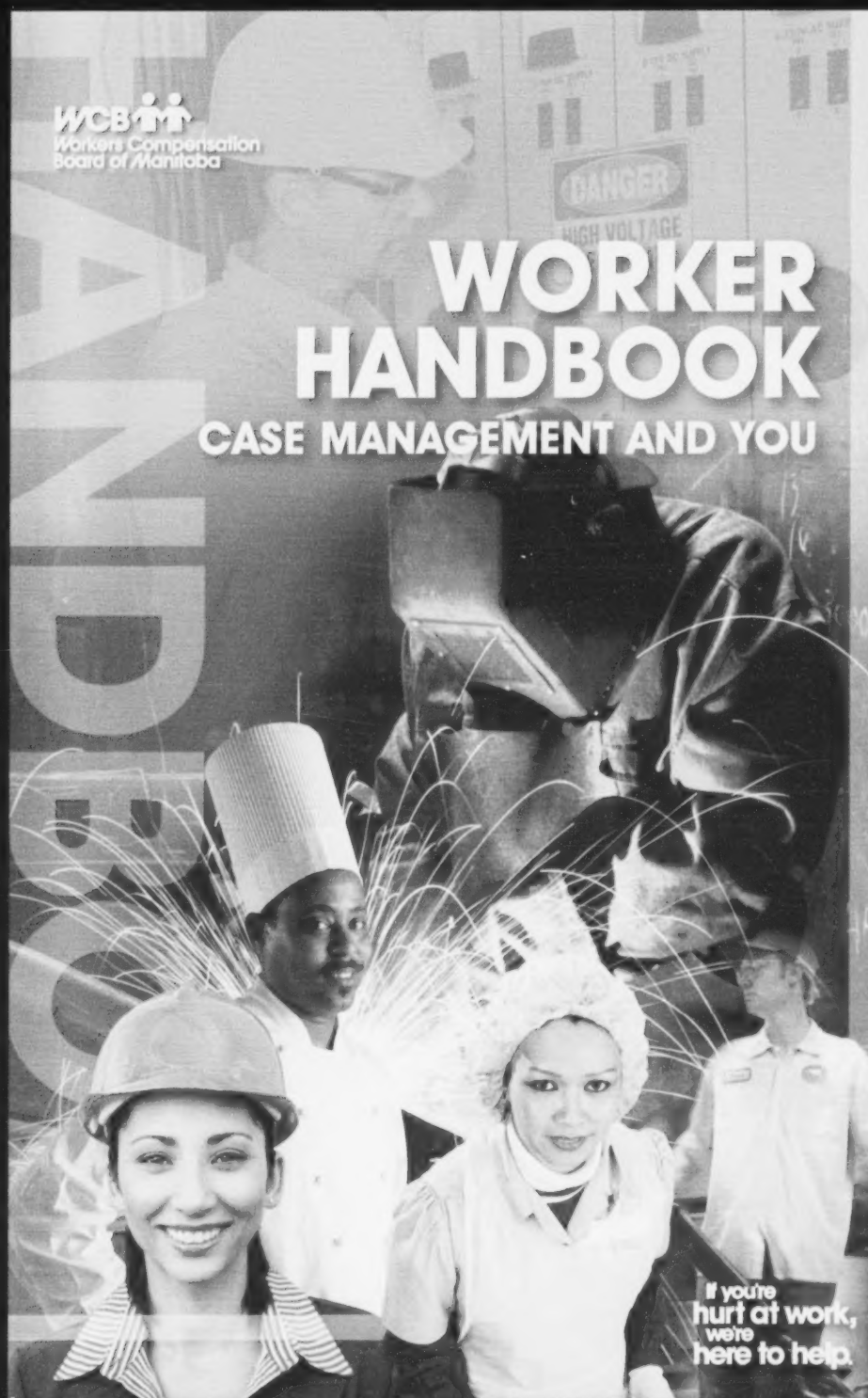


WORKER HANDBOOK

CASE MANAGEMENT AND YOU



If you're
hurt at work,
we're
here to help.

General information you may not know about the WCB

- Your employer pays for all WCB insurance benefits - they are not deducted from your pay nor are they funded by tax dollars.
- The WCB is governed by a Board of Directors that includes three individuals representative of workers, three individuals representative of employers and three individuals representative of the public interest.
- The WCB is committed to providing service that is fast, easy, caring, right and clear.

WELCOME AND INTRODUCTION

Your claim is now entering a different phase of our claims system called **Case Management**. Case Management staff will ensure you get the support you need to recover from your workplace injury and return to work. Case Management staff can also help you with personal, social and emotional issues that often accompany a workplace injury.

The content of this handbook focuses on the benefits and services during the first year of your claim. Other information will be provided to you if your claim goes beyond this time line.

The purpose of the handbook is to:

- provide you with an overview of the case management process
- outline possible services and entitlements
- provide contact numbers and other claim related information.

This handbook refers to workplace injuries that happened on or after January 1, 2006.

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This handbook is intended to provide general information only.

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VISION, MISSION AND VALUES

VISION

SAFE Work - A Way of Life

MISSION

Working with its partners, the Workers Compensation Board of Manitoba promotes safe and healthy workplaces, promotes recovery and return to work, provides compassionate and supportive compensation services for workers and employers, and ensures responsible financial stewardship.

VALUES

We are committed to being a safe workplace that:

- operates with fairness, integrity and respect
- provides services that are fast, easy, caring, right and clear
- strives for excellence
- manages our resources efficiently and effectively
- operates in an open and transparent manner
- is accountable to the public and our partners
- develops our staff and provides a supportive, innovative and creative environment
- meets the diverse needs of our clients in a comfortable and welcoming way
- provides a respectful and diverse workplace reflective of Manitoba
- works collaboratively with our partners
- is a valued member of the community,

GOVERNING LEGISLATION

WCB benefits and services are determined by the date of your injury and provincial legislation applicable on that date.

THE RECOVERY PROCESS

The WCB recognizes that each person's injury/illness and recovery are unique. A team effort involving you, your healthcare providers and the WCB will be used to ensure you get healthcare and other services to help with your return to health and work. Many employers also have disability management programs to help with the recovery process.

With the transfer of your claim to Case Management, you will have a **Case Manager** assigned as your primary contact with the WCB. He or she will become knowledgeable about your claim and is responsible for decisions related to it.

We encourage you to talk to your Case Manager about any concerns that may develop during your recovery. Case Management Representatives are also available and work closely with your Case Manager.

TREATMENTS

Depending on the nature and seriousness of an injury, there are various treatment options that may be supported and funded by the WCB.

Primary services include:

- physiotherapy
- work hardening
- occupational therapy
- physical reconditioning
- chiropractic
- psychotherapy (for critical incident stress claims)
- acupuncture

Your doctor is generally responsible for referring you for one of these treatments and for arranging specialist appointments. He or she should also report this information to your Case Manager to ensure pre-approved coverage.

The length of treatment coverage on your claim will be determined by your Case Manager in accordance with WCB policy and guidelines. Requests to extend treatment may be considered.

At times, diagnostic testing (for example, a CT scan or MRI) or a referral to a specialist may be required to help define the extent of your injury and your treatment needs. Where possible, the WCB will arrange appointments as quickly as possible to help clarify your diagnosis and allow for a more timely return to health and wellness.

During your treatment and recovery, we may ask a WCB healthcare professional to examine you. You will be provided ample notice for this type of assessment as well as the reason for the review. You may bring someone to the examination. The results of the exam are shared with your healthcare provider.

While in treatment and as you recover, you may be considered capable of doing some of the tasks involved in your current job or other tasks at work. These are often referred to as **modified or alternate duties**. The Case Manager will assess your healthcare information and determine what you are able to do. We will work together in conjunction with your employer to facilitate a safe and timely return to work. As you progress through treatment your physical capacities will generally improve. The goal is to have you return to your original or pre-injury job.

We understand that not being able to work because of your injury may affect the benefits you receive through your workplace such as dental plans or private insurance coverage. Unfortunately, we do not have provisions in WCB legislation to offset this type of loss. Check with your employer or private carrier to clarify how you may be affected.



PARTICIPATION IN THE CASE MANAGEMENT PROCESS

To help you through your recovery, communication should occur among the following:

- you
- your WCB Case Manager
- your doctor or other healthcare professional
- your employer
- your advocate/union representative.

Your Participation

- Keep in touch with your Case Manager and provide information on your medical status, and treatment or recovery recommendations. Let your case manager know about any concerns or questions you have.
- Be sure to go to all your healthcare appointments including exams, tests and treatment.
- Stay in touch with your employer. This will help when you return to work.
- If a suitable job comes up at work during or after your recovery, your responsibility is to participate in the return to work program.

Your WCB Case Manager's Participation

Your Case Manager will:

- inform you of all available benefits and provide regular support during your recovery
- adjudicate your eligibility for benefits and supports
- ensure wage loss and other benefits are provided to you on a timely basis
- obtain medical information as it relates to your treatment needs and work capabilities
- provide your employer with regular updates on how you are doing
- if necessary, help determine suitable return to work options with your employer
- if necessary, help plan a return to work program with you and your employer.

Your Healthcare Professional's Participation

Healthcare professionals (family doctor, chiropractor, specialist, physiotherapist, etc.) will:

- assess and diagnose your injury or illness and recommend a treatment plan
- if required, arrange treatment and diagnostic testing
- provide the WCB with requested medical information in a timely manner
- recommend restrictions regarding return to work.

Your Employer's Participation

Your employer will:

- upon request, advise the Case Manager of other duties available to you while you recover from your workplace injury or illness. Although not required by the WCB, your employer may need your doctor to complete a physical capabilities form to help identify suitable work. This form may identify work restrictions and limitations. For example, the number of hours you can work and the amount of lifting you can do
- provide progress reports to your Case Manager about your return to work
- upon request, provide your Case Manager with wage information to determine your partial wage loss entitlement (for example, if your return to work program includes working less hours per day until you can return to work full time).

Your Advocate/Union Representative's Participation

Your union representative or advocate can:

- assist in the negotiation with your employer about a change in your regular duties
- help you with issues on return to work or other WCB related matters.

Returning to work as soon as physically and safely possible can help in your recovery. A successful return to work usually involves a partnership between you, your employer and your healthcare professionals. Your union and/or your health and safety committee representative may be included, along with the WCB.

Your employer will often organize your return to work plan with you and your healthcare provider. The primary return to work goal is to help you return to your original job. Returning you to work with your employer is a priority for the WCB as it allows you to return to a familiar workplace, retain your seniority and benefit plans, and minimize the changes in your life.

If your injury or illness results in restrictions that prevent you from returning to your original job, your WCB Case Manager will review the following work options based on WCB policy. The options are considered in this order:

1. Return to same work, modified, with the same employer (see chart on page 10).
2. Return to different work or job with the same employer.

Our primary goal is always to help you return to your original job. These other options can be considered on a temporary basis while you recover. If your injury results in permanent restrictions, these options may be considered on a long term basis.

Here's an example of number **1. Return to same work, modified, with the same employer.** Laura is an assembly line worker with a back injury. The WCB has decided her workplace restrictions include no prolonged sitting or awkward reaching. Laura's job is modified to include a sit/stand stool which makes it easier to change body positions and a tool shelf is moved closer to her. These changes allow her to continue to do her original duties.

Here's an example of number **2. Return to different work or job with the same employer.** Scott is a delivery driver who suffers a permanent ankle injury. He can no longer do the job because of the walking and standing it requires. The delivery job cannot be changed but the employer wants to keep Scott employed. With WCB support, Scott takes some basic computer training and is able to work as a dispatcher for his employer. This job involves more sitting so Scott can manage.

As part of the return to work plan, the WCB Case Manager may arrange a review of your work area with you, your employer and your union. The Case Manager may also use the services of a **WCB Rehabilitation Specialist** to help identify concerns in your work area and recommend changes to reduce the risk of future injuries. If appropriate, the WCB Case Manager will monitor your return to work plan and assist with wage loss payments.

You may not fully recover from your workplace injury and may reach a point where no further improvement is expected. Your employer may not be able to re-employ you based on your restrictions. In this case, the WCB Case Manager will then request the services of a **Vocational Rehabilitation Consultant** at the WCB to help evaluate other work options. If your claim progresses to this point, you will be provided with more detailed information about vocational rehabilitation.

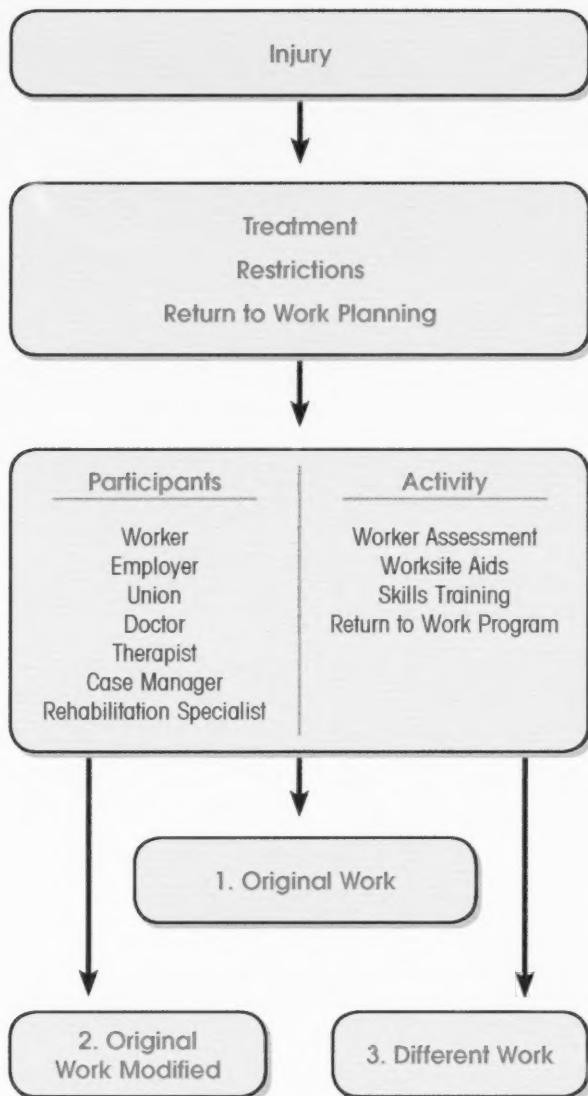
RE-EMPLOYMENT OBLIGATION

For injuries that happened on or after January 1, 2007, *The Workers Compensation Act* requires employers who have 25 or more full time or regular part time workers to re-employ injured workers who were in their employ for at least 12 continuous months prior to their injury.

For more information on re-employment obligations, refer to the *Re-Employment Obligations* pamphlet online at www.wcb.mb.ca under Publications or ask your Case Manager for a copy.



RETURN TO WORK WITH YOUR EMPLOYER



The goal is always to help you return to your original work. As you recover and progress through treatment, and until you are able to return to your regular duties, your employer may provide modified or different work.

ROLE DESCRIPTIONS

Throughout the case management process, different WCB staff may be involved in your claim. Their roles are described below.

Case Manager (CM)

The primary decision maker and contact person on your claim. The Case Manager is responsible for deciding on all aspects of your claim, including ongoing entitlements, treatment and return to work programs.

Case Management Representative (CMR)

Works closely with the Case Manager on claim related issues and is also familiar with your claim. They may have regular phone contact with you as well.

Vocational Rehabilitation Consultant (VRC)

Helps you return to employment that respects your work capabilities when unable to return to work with your accident employer. Working with the Case Manager, the Vocational Rehabilitation Consultant may provide services to help you cope with the effects of your injury.

Rehabilitation Specialist (RS)

Assesses and recommends supportive aids for you, such as a splint or cane, in the workplace or at home.

Payment Assessor (PA)

Calculates and processes wage loss benefits.

Medical Aid Assessor

Calculates and processes goods and services benefits such as travel expenses and prescribed medications.

Healthcare Advisor

A WCB staff healthcare professional who provides an opinion to the Case Manager about the diagnosis and treatment of your injury or illness and return to work. This helps the Case Manager make decisions on your claim. The advisor may ask you to come to the WCB for an examination and may speak with your treatment providers. On staff, the WCB has general medical advisors, chiropractors, physiotherapists and specialists in psychiatry/psychology, orthopedics, internal medicine, physical medicine and otolaryngology (ear, nose and throat). There is also a Pain Management Unit.

WAGE LOSS BENEFITS

As you are probably now aware, the WCB pays wage loss benefits at a rate of 90% net loss of earning capacity. However, if you are earning less than the minimum annual earnings rate, the WCB will pay you a benefit rate of 100% net loss of earning capacity.

The WCB first calculates your gross weekly average earnings, and then subtracts what you would typically have deducted from your wages for income tax, Canada Pension Plan and Employment Insurance. These amounts are only used to determine your net income. No remittances to the government are actually made on your behalf for these deductions. Because WCB wage loss benefits are tax free, you will not be paying as much in income tax as others who have worked a full year. The WCB subtracts an amount equal to what we estimate you gain as a result of the tax free benefit. This is called the adjustment for sheltering.

Some workers who receive wage loss benefits for 40 weeks or more in a single calendar year may be adversely affected by the standard formula used to estimate the sheltering adjustment. In order to be fair, the WCB will re-calculate the sheltering adjustment for workers who receive wage loss benefits for 40 weeks or more in a single calendar year. This annual review may result in some workers receiving a shelter rebate cheque early the following year.

AVERAGE EARNINGS REVIEW

After you have been receiving wage loss benefits for eight weeks, the WCB reviews the amount you are being paid to ensure it is an accurate reflection of your loss in earnings. Setting a wage loss amount is not always straightforward. Factors that can affect the amount of your WCB wage loss benefits include shift premiums, overtime, bonuses, as well as if you were subject to seasonal lay-offs or have had periods of unemployment.

A weekly amount is determined by averaging your employment related income over the previous one, two, or in some cases, five years. If, as a result of this review, your wage loss benefits are reduced, this will take place at the beginning of the 13th week you are receiving benefits. If your wage loss benefits are to be increased, an adjustment will be made back to the date of your injury.

PARTIAL WAGE LOSS BENEFITS

There may be times where the WCB pays you a portion of your regular benefit rate. For example:

- You return to work and are making less money than before your injury. This can happen if you temporarily work part time because of your injury or if you work full time in a different or alternate job that pays you less than your pre-injury earnings.
- You are receiving WCB benefits and a collateral benefit. A collateral benefit is any additional benefit you are entitled to receive for a workplace injury under the Canada Pension Plan (disability benefits), the Quebec Pension Plan, the *Employment Insurance Act* (EI), a private disability insurance plan or employer "top up" benefits. A collateral benefit can also be money earned from another job.

If any of these circumstances result in you receiving income, the WCB will pay you a partial wage loss benefit. Collateral benefits are included to ensure your total combined income does not exceed 100% of your net pre-injury earnings.

Special provisions apply in the calculation of benefits for youthful workers, apprentices and fatality cases. See the WCB Fact Sheet list on page 22 for more information. You can view Fact Sheets online at www.wcb.mb.ca or call (204) 954-4321 (toll free at 1-800-362-3340) for copies.

The WCB is pleased to offer direct deposit, allowing your payments to be deposited into an account at a financial institution of your choice. If you would like to enroll in direct deposit, please contact the WCB to obtain a Direct Deposit Application.



WORKER BENEFITS

ATTENDANT'S ALLOWANCE

This allowance (subject to change) may be available if you are severely injured. If you need assistance from a family member on a daily basis to help you dress, bathe, etc., your family member may be eligible for an attendant's allowance.

CLOTHING BENEFIT

May be provided in two circumstances:

1. The repair or replacement of clothing damaged or destroyed at the time of a workplace injury.
2. The repair or replacement of clothing damaged or destroyed due to the wearing of a prosthetic/orthotic device required as a result of your injury. In some situations, a lifetime annual allowance may be provided.

COMMUNITY FINANCIAL COUNSELING SERVICES

Community Financial Counseling Services is a non-profit agency available to help you and your family with debt and money management planning. You can contact the agency at (204) 989-1900. For WCB clients and their families this service is available at no cost, provided on a timely basis, and completely confidential.

PRIVATE HOMECARE

This assistance may be arranged when your injury prevents you from completing tasks of daily living such as cooking and cleaning.

INDEPENDENT LIVING ALLOWANCE

A monthly allowance may be considered when the effects of your injury prevent you from performing yard and house maintenance tasks such as snow removal and grass cutting. This entitlement is normally available for a maximum of six months.

INTERPRETIVE SERVICES

If you require translation services, over the phone translation support is available from the WCB. In person translation support is also available.

MEDICATIONS

The WCB may cover the cost of medication prescribed as a result of a workplace injury. Certain types of pain medication may need to be reviewed by a WCB Healthcare Advisor before they are approved. These costs can be reimbursed to you when you submit a receipt or direct billing may be set up with your pharmacy.

Opioids

The WCB recognizes that physicians are confronted with the challenge of prescribing opioids in a way that balances their ability to relieve pain and improve function while minimizing side effects and risks.

A policy has been developed to provide instructions for the authorization and payment of opioids. This policy applies to cases involving non-cancer pain, and can be found on our website at <http://www.wcb.mb.ca/policy-manual> (Section 44, Policy 44.120.20).

PERSONAL COUNSELING

This service may be provided to you, or other family members in some circumstances, to help cope with the effects of your injury. The service is arranged through a community psychologist or counselor. Limits to this service may be set through the WCB.

SUPPORTIVE DEVICES

These are accessories or aids that may help you in the recovery process or be needed for an extended period of time because of your injury. Items can include braces, splints, orthotics and in some circumstances, special shoes.

TREATMENT EXPENSES

In addition to covering the cost of your treatment sessions, the WCB may also cover costs for transportation in excess of normal transportation costs to and from work, parking, lodging and meals when attending sessions. At times, receipts are required for reimbursement.

PERMANENT PARTIAL IMPAIRMENT (PPI)

If after your injury, a part of your body does not function in the same way it did before your injury, you may be eligible for a PPI award.

For more details, ask your Case Manager for a Fact Sheet on the PPI award.

For severe injuries, the WCB may cover the cost of home and vehicle modifications, care of a child or other dependant, and mobility devices such as wheelchairs. Review your eligibility with your Case Manager.

APPEAL PROCEDURE FOR INJURED WORKERS AND EMPLOYERS

STEP 1 | Ask Rehabilitation and Compensation Services to Look at Initial Decision

Provide new information to your adjudicator or Case Manager.

Adjudicators and Case Managers in Rehabilitation and Compensation Services make initial decisions on claims. If as an injured worker or employer you disagree with a decision, discuss the decision with your adjudicator or Case Manager first to try to find a solution. **Please make sure that you provide any new information about your case to them.**

As an injured worker, if you want to appeal a decision on your claim, you can ask the Worker Advisor Office for help. The Office is separate from the WCB and can provide free, confidential advice. If necessary, the Office will represent you and your dependents in the appeal process. You can reach the Worker Advisor Office at (204) 945-5787 or toll free 1-800-282-8069.

STEP 2 | Request a File Review from the Review Office

Consider including the reasons for your request for a file review.

If after speaking to your adjudicator or Case Manager you still disagree with their decision, injured workers, employers, or their representatives can request a file review from the Review Office. Send your written request by mail to the Review Office, 333 Broadway, Winnipeg, MB R3C 4W3 or fax to (204) 954-4999. Be sure to include your full name and claim number.

If you prefer, you may use a *Request for Review* form located on the WCB website at www.wcb.mb.ca. The form can be completed online, printed and mailed or faxed to the Review Office. **You may also call the Review Office at (204) 954-4462 or toll free 1-800-362-3340 for a form to be mailed to you.**

For more information, please refer to *Policy 21.00, Review Office* on the WCB website.

STEP 3 | Ask for a Final Appeal at the Independent Appeal Commission

Note that the Appeal Commission can only hear cases that have received a decision from the Review Office.

If you disagree with the Review Office's decision, you have the right to a final appeal with the independent Appeal Commission. You must complete an *Application to Appeal* form and explain why you feel the decision should be changed. You may complete and submit the appeal form online at www.appeal.mb.ca or call (204) 925-6116 for a form to be mailed to you.

Medical Review Panel

Another component to the appeal process is the Medical Review Panel, which can take place at any of the appeal steps. This is normally arranged when the written medical opinion of your doctor is different from the medical opinion of a WCB doctor. This difference in medical opinion must be supported by objective medical findings. The WCB has a Fact Sheet which describes the Medical Review Panel in greater detail. You can obtain a copy from your Case Manager, online at www.wcb.mb.ca or by calling 954-4321 (toll free 1-800-362-3340).

OTHER SERVICES AND INFORMATION

FAIR PRACTICES OFFICE

The Fair Practices Office can provide assistance when you feel you have not been treated fairly or the WCB has not resolved your claim in a timely manner. Contact with the Fair Practices Office is kept confidential. Your concerns are discussed with WCB staff only if you request that this action be taken. The Fair Practices Office is not a level of appeal. To contact the Fair Practices Office, please call (204) 954-4467 or toll free 1-800-362-3340, extension 4467.

WORKER ADVOCATES

An advocate can provide you with guidance and information as your claim progresses through Case Management. There does not have to be an issue under appeal. An advocate can also represent you in the appeal process. Examples of advocates are:

Union Representative

If you belong to a union, a representative of the union may be familiar with the WCB process and can assist you at no cost.

Worker Advisor Office

Worker advisors are available to counsel you with your claim and WCB decisions. Their office is located in the provincial government's Department of Labour and Immigration. This service is independent of the WCB and is available at no cost.

You may contact the Worker Advisor Offices at the following numbers:

Winnipeg (204) 945-5787
Brandon (204) 726-6480

Northern MB (204) 627-8278 or
toll free 1-800-282-8069

GETTING A COPY OF YOUR WCB CLAIM FILE

You can request a copy or update of your file by asking your Case Manager or Case Management Representative, or by calling our File Access Department at (204) 954-4453. Copies may also be provided upon appeal of an issue to employers and advocates. First time file copies are free of charge.

CRISIS INFORMATION/NUMBERS

The WCB is aware of the emotional stress and anxiety that you can experience as a result of an injury or a negative claim decision. Although we encourage you to discuss these effects with your doctor or Case Manager, we also recognize this may be uncomfortable. The following mental health services are community based and can be immediately accessed by you or a family member.

Klinic Crisis Line

(24 hours)

(204) 786-8175

Toll free 1-800-719-3809

Klinic Drop in Service

For information call

(204) 784-4067

Mobile Crisis Unit

(Winnipeg)

(204) 946-9109

If your employer does not provide an employee assistance program, the WCB can arrange and cover the cost of limited counseling with a psychologist or therapist. Ask for details from your Case Manager.

PRIVACY/CONFIDENTIALITY

The WCB's collection, use and disclosure of information are governed primarily by three pieces of legislation:

- *The Workers Compensation Act* ("the WCA")
- *The Personal Health Information Act* ("PHIA")
- *The Freedom of Information and Protection of Privacy Act* ("FIPPA")

The WCB can collect and use relevant information about you without your consent as required to effectively manage your claim. The WCB decides the nature and sufficiency of the information to be collected. Workers, employers and healthcare providers must provide information to the WCB at the WCB's request.

All information collected by the WCB will be treated as confidential. WCB employees are bound by confidentiality provisions under the WCA, WCB policies, and a confidentiality pledge which strictly limits the disclosure of your personal information to others. FIPPA and PHIA also place certain limits on the information the WCB may disclose. However, you should be aware that the WCB may disclose some information about you in certain limited situations.

Under section 101 of the WCA, the WCB must disclose relevant information to your employer where there is a request for reconsideration or appeal. You will be notified in the event of a reconsideration or appeal and given the chance to object to the disclosure of information to your employer. You may object to the release of information that is not relevant to your appeal or personal information about you or your family. The WCB will take your objection into consideration when deciding whether to disclose the information. If you disagree with the WCB's decision regarding the disclosure of information, you can appeal the decision to the Chief Appeal Commissioner.

The WCB can also disclose limited information to your employer without a reconsideration or appeal for WCB purposes. This is set out in WCB policies and would usually involve information about your restrictions or rehabilitation plan in order to try to help you to return to work.

TERMS USED BY THE WCB

When dealing with the WCB, you will hear a number of new terms and phrases. The more common terms are described below.

Adjudicate

To make an entitlement decision based on information gathered.

Aggravation

The temporary worsening of a pre-existing medical condition.

Advocate

Someone who represents or assists you in interactions with the WCB. This could involve explaining WCB matters or appealing a WCB decision. A union representative or a worker advisor is a typical advocate. A family member can also help.

Compensable

Related to or arising out of the workplace injury.

Non-Compensable

A factor or variable not related to the workplace injury, which may affect your recovery or rehabilitation.

Alternate/Modified Duties

Different work duties provided by your employer that are more suitable (within your restrictions) than your pre-injury work.

Employable

The point at which you are considered capable of performing some form of work based on your skills and abilities.

Enhancement

A permanent worsening of a pre-existing medical condition.

Entitlement

The right to receive WCB benefits and services.

Ergonomics

Worksite set up in relation to your body position. Ergonomic adjustments can allow you to continue performing tasks that are otherwise difficult to perform due to the effects of your injury.

Functional Capacity Evaluation (FCE)

This is an assessment of your physical capabilities in relation to your employability. The results can be used to help the Case Manager determine your work capabilities.

Graduated Return to Work (GRTW)

Gradual increase in work hours to allow you the opportunity to become re-conditioned to full time work.

Loss of Earning Capacity

The loss of your ability to earn income due to the effects of a workplace injury.

Maximum Medical Improvement (MMI)

Reaching a point of recovery after which no improvement is expected.

Minimum Annual Earnings

A benchmark rate used to determine whether you will receive 90% or 100% net sheltered wage loss benefits. This amount is reviewed annually and subject to change.

Medical Aid

WCB department that processes non-wage loss expenses such as medical and some rehabilitation payments.

Pre-existing Condition

A medical condition that existed prior to the compensable injury.

Restrictions (Compensable)

These are the physical and/or psychological limitations resulting from a workplace injury. These can apply to both work and daily living activities.

Severely Injured Worker

Workers who have suffered a significant impairment. Examples would include major limb amputation, significant brain injuries, paraplegia, quadriplegia, significant sight impairment and severe respiratory conditions.

Time Loss (T/L)

This is an absence from work due to an occupational injury, condition or disease.

No Time Loss (No T/L)

Your injury does not cause an absence from work.

Vocational Rehabilitation

Programs and services that may be offered to you when your employer is unable to provide you with suitable work due to the effects of your compensable injury.

Apprentices

Describes benefit calculations when an injured worker is an apprentice.

Average Earnings

Describes the factors that impact how your compensation rate is calculated.

Benefits for Dependants of Fatally Injured Workers

Describes eligibility and financial assistance available to spouses or partners, children and other dependants.

Benefit Guide

Describes how wage loss and other benefits are determined.

Benefits from Other Sources

Explains the impact that CPP disability benefits have on wage loss benefits and the short and long term value of receiving CPP and WCB benefits at the same time.

Calculation of Wage Loss Benefits

Describes the calculation of wage loss benefits at 90% or 100% of net sheltered.

Change in Benefits or Services

Describes the circumstances that can result in a change in the level of support from the WCB.

Collateral Benefits

Describes how other income or disability benefits can affect your WCB wage loss benefits.

Review Office

Describes the first formal level of the WCB appeal process.

Income Assistance Benefits

Describes the effect of collecting social assistance benefits while receiving WCB benefits.

Medical Review Panels

Describes the process of arranging a hearing and for reaching a decision.

Overpayment to Workers

Describes how an overpayment can occur and the options for recovery of the money that has been overpaid.

Permanent Partial Impairment Award

Describes the award, when it is considered and how it is determined.

Return to Work

Describes how a worker can return to work in a gradual, supportive program with their employer.

Facts sheets can be requested from your Case Manager, accessed online at the WCB web site, or picked up in the main lobby of the WCB at 333 Broadway. You can also call (204) 954-4321 or toll free 1-800-362-3340 and ask for copies to be mailed to you.



HOW TO REACH US

When you contact the WCB, you may be asked to leave a message. In your message, it is helpful to include your claim number, your question or concern, a phone number and a time when you can be reached. Providing this information will help WCB staff respond to your inquiry in a timely manner.

The Workers Compensation Board of Manitoba

333 Broadway, Winnipeg, MB R3C 4W3

Connection to all Departments	(204) 954-4321
Within Canada Toll Free	1-800-362-3340
Fax	(204) 954-4999
Within Canada Toll Free Fax	1-877-872-3804
E-mail Address	wcb@wcb.mb.ca

WCB Brandon Regional Office

Renaissance Station Building, Unit 1, 457 - 9th Street, Brandon, MB R7A 1K2

Exchange connecting all Departments	(204) 571-4870
Within Canada Toll Free	1-877-437-4870
Fax	(204) 571-4869
Within Canada Toll Free Fax	1-877-437-4869
E-mail Address	wcb@wcb.mb.ca

WCB Regional Office (Northern Office)

4-90 Thompson Drive, New Town Square, Thompson, MB R8N 1Y9

Connection to all Departments	(204) 778-1900
Within Canada Toll Free	1-866-770-5366
Fax	(204) 778-1919
Within Canada Toll Free Fax	1-866-770-5367
E-mail Address	wcb@wcb.mb.ca

General Information

- questions about an existing claim
- reporting suspected fraud
- to obtain a WCB publication

Inquiry phone	(204) 954-4922
Inquiry fax	(204) 954-4999

WCB Policy

If you have questions related to a policy, please call (204) 954-4655.

Copy of Act or Regulations

To obtain a copy of *The Workers Compensation Act* and Regulations go to:

www.wcb.mb.ca

This document is available in large print format.
Please call **(204) 954-4321** or **1-800-362-3340**
or e-mail **info@wcb.mb.ca**

If you're
hurt at work,
we're
here to help.

How to Reach Us

The Workers Compensation Board of Manitoba
Claim Information
333 Broadway, Winnipeg, MB R3C 4W3

Email us at
wcb@wcb.mb.ca

For more information, visit
www.wcb.mb.ca

or call us at
204-954-4922

or toll free
1-800-362-3340



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www.safemanitoba.com



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